

## Manager Foodborne Illness Video Script – English

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### What to expect as a manager during a foodborne illness outbreak investigation

If you are watching this video, you've been contacted by your local health department about reports of a possible foodborne illness outbreak involving your business.

Health Department staff are conducting an investigation of the outbreak. We will work with you to resolve the investigation quickly to limit the interruption to your business.

A foodborne illness outbreak is when two or more people become ill from the same food. Foodborne illness can cause vomiting and diarrhea or more serious symptoms, which may lead to hospitalization and even death.

An outbreak can involve just one restaurant – like when food is handled unsafely, or employees come to work ill.

Or, an outbreak can involve a supply source – like contaminated food making people ill who ate at different places.

Outbreaks can happen even when good food safety practices are used.

Here is what to expect going forward.

Inspectors from the Health Department will come to your business. We will work with you to determine the cause of the outbreak and stop it.

An inspector may talk with you about:

- How your business operates
- Your menus
- If customers have reported becoming ill
- If any employees have been ill
- Your employee illness policy

Your inspector will also tell you what documents we need to review, which may include:

- An accurate list of your employees with current phone numbers
- Invoices for food deliveries
- Customer receipts
- Reservation lists
- Third party delivery receipts

An inspection of your restaurant may be done to identify possible risk factors that lead to the type of foodborne illness we are investigating.

We also may interview staff and managers individually about job duties, work schedule, and any recent illnesses.

Please tell us if any employees need an interpreter.

Information from frontline workers is essential to our investigation and is confidential. Failure to complete an interview may prevent an employee from working.

Before we arrive, share the outbreak investigation video for employees with your staff. Please make sure they have watched it - as it will tell them what to expect and explain their role in the investigation.

Working together, we are confident we can resolve this foodborne illness outbreak quickly and effectively.

For more information, contact your local health department or the Centers for Disease Control and Prevention.

For reasonable accommodations or alternative formats please contact the Health Department at 612-673-2301 or [Health@minneapolismn.gov](mailto:Health@minneapolismn.gov). People who are deaf or hard of hearing can use a relay service to call 311 at 612-673-3000. TTY users call 612-263-6850. Para asistencia 612-673-2700  
Rau kev pab 612-673-2800 - Hadio aad Caawimaad u baahantahay 612-673-3500.